



## APC Quarterly Newsletter

November 2010 Vol. II

The CCSC APC Quarterly Newsletters provide updates on ongoing initiatives, announce new policies and procedures, and provides a forum for APCs to share information regarding USDA's Charge Card Program.

The USDA Charge Card Service Center (CCSC) Team and a large number of Purchase, Travel and Fleet Charge Card Program Coordinators attended the *12<sup>th</sup> Annual GSA SmartPay® Training Conference* in Atlanta, Georgia from August 10-12, 2010.

The CCSC is proud to announce that USDA was honored with the '**2010 GSA SmartPay 2 Innovation Award**' presented by the GSA SmartPay Office of Charge Card Management (OCCM), spotlighting USDA's '**Custom Program Management Reports to Reduce Fraud, Increase Rebates, and Ensure Program Compliance**' as one of the most innovative products/services within the GSA SmartPay program.

The '**GSA SmartPay 2 Innovation Award**' is presented to the agency that implements the best innovative product/service solution along with their respective GSA SmartPay 2 contractor bank. The winning entry, '**Custom Program Management Reports to Reduce Fraud, Increase Rebates & Ensure Program Compliance**' was developed and implemented by the CCSC & U.S. Bank to address specific/custom reporting needs and

requirements for USDA's Charge Card Program and to help monitor specific issues with cardholder accounts, transaction information, approver assignments, and hierarchy information.

While presenting the award, David Shea, Director of the GSA Office of Charge Card Management remarked, "*USDA has worked to refine the management reports that they use with their card program and John McCain and his team have done such spectacular work to really take this kind of reporting to the next level. This team has really perfected this.*"

The award was presented to CCSC Program Manager, John McCain during the Opening Ceremony of the *12<sup>th</sup> Annual GSA SmartPay® Training Conference*, which was attended by over 6,700 attendees including several federal agencies and their partnering banks, US Bank, Citibank, and JP Morgan. The CCSC would like to thank all Charge Card Program participants, Agencies, Coordinators, AOs, Cardholders and U.S. Bank for helping to make the USDA Charge Card Program the highlighted model among federal agencies.



David Shea, Director of the GSA Office of Charge Card Management, presents the '2010 GSA SmartPay 2 Innovation Award' to USDA's John McCain, Program Manager of the CCSC (3<sup>rd</sup> from left).



## APC Quarterly Newsletter

November 2010 Vol. II

All CCSC presentations are accessible on the CCSC website under each business lines' *Meetings and Conferences* section. U.S. Bank presentations can be accessed at: [www.usbank.com/sp2presentations](http://www.usbank.com/sp2presentations).

Additional information on the conference and GSA presentations can be found at: [www.gsasmartpayconference.org/home.asp](http://www.gsasmartpayconference.org/home.asp).

### Here's what USDA Coordinators are saying about the GSA SmartPay® Training Conference:

- I learned a lot; this was very helpful to me. Presentations and information presented were very helpful. The guides and handouts were great and the training sessions overall were great. (**Regional APC, FS**)
- Great discussion, valuable to sit and hear questions and answers, great learning tools provided and teaching. (**LAPC, ARS**)
- Access Online Hands-on course was very useful! Thanks. (**Fleet Assistant, FS**)
- Highly recommend attendance! (**LAPC, ARS**)
- The Agency needs to promote this conference each year and encourage maximum participation. Networking is essential to getting and sharing information. (**LAPC**)
- I really enjoyed all agency training sessions. (**A/APC, OIG**)

### 2011 GSA SmartPay Training Conference in Las Vegas!

The 13<sup>th</sup> Annual GSA SmartPay Training Conference will be held August 16-18, 2011 in Las Vegas, Nevada. For all Agency Coordinators, the CCSC looks forward to another successful and informative conference and hope to see you there!

Information on the 2011 conference can be viewed on the GSA Conference website at: [www.gsasmartpayconference.org/home.asp](http://www.gsasmartpayconference.org/home.asp).

Congratulations to the first 'Agency of the Quarter Award' presented to the Animal & Plant Health Inspection Service (**APHIS**), Agricultural Marketing Service (**AMS**), and Grain Inspection, Packers & Stockyards Administration (**GIPSA**) for the 3<sup>rd</sup> Quarter of FY2010, achieving 0% convenience check usage, 18.75% increased improvement in approving transactions within 60 days, and 61.76% spend increase.

	Q2-2010	Q3-2010	Variance
Convenience Checks usage	0	0	0 %
Transactions Approved within 60 days	36,340 (83.72%)	38,772 (99.42%)	18.75%
Spend increase	\$5,834,496.66 (Q3 – 2009)	\$9,437,732.65 (Q3 – 2010)	61.76%

Agencies earning an Honorable Mention for this quarter are **Rural Development (RD)** and **Office of the Inspector General (OIG)** for their fantastic performance in Q3.



## APC Quarterly Newsletter

November 2010 Vol. II

**The Fraud Detection Hotline** allows charge card program participants the ability to anonymously call the hotline and leave a message about potential fraud, misuse, or abuse of a government purchase card and serves as an additional tool for the CCSC to proactively govern the program. The number is:

**1-888-998-USDA (8732)**

The number should be forwarded to all offices with USDA charge cards. Please share this number with your cardholders ASAP.

**A-123** compliance requires that Validation Testing for Purchase Card Reporting & Policy Training must be completed by ALL Coordinators by March 2011. Please be reminded that Coordinators may submit requests for CCSC-led 'webinar' or local 'in-person' trainings, as needed (in-person trainings for larger groups only). Topics may include:

- Refresher on AXOL
- 'How to Run Reports in AXOL'
- Purchase Card Policy & Procedures

**Comment Fields:** Coordinators, please remind all cardholders and AOs of the policy on completing all information in the designated Comment Fields in AXOL. AXOL has designated comments fields where users should enter additional information regarding each transaction to capture important transaction information and data.

**NOTE:** It is important that the comment fields are entered correctly otherwise, after the

transaction is reallocated, cardholders and AOs cannot edit or add comments.

The chart below outlines the 5 Comment Fields located in AXOL within the Transaction Management – Transaction Detail screen:

Comment Field	Information to Enter
Comments Field 1	Conv. Checks TIN#
Comments Field 2	Agency Specific Data
Comments Field 3	Conv Ck Mer Inf / Waiver#
Comments Field 4	Goods Recvd Date
Comments Field 5	Item Description

**P**rogram/transaction reviews for APCs & LAPCs are required as of Q1 FY2011 (*October – December 2010*). Both review forms have been updated in fillable format in both Word (.doc) and PDF formats. In addition, the CCSC has reduced the length of the reviews (APC Review from 2 pgs to 1 pg and LAPC Review from 7 pgs to 3 pgs). To access, go to: [www.dm.usda.gov/procurement/ccsc/forms](http://www.dm.usda.gov/procurement/ccsc/forms).

**NOTE:** Completed LAPC Quarterly Reviews are due to each APC for Q1 FY2011 (*October – December 2010*) by **February 28<sup>th</sup>**. LAPCs should review 25% of their cardholders each quarter, ensuring review of 100% of the total accounts the LAPC manages over the course of a year (this requires that the 25% of cardholder accounts reviewed each Quarter vary and be a unique list to total a complete 100% review of cardholder accounts for each LAPC at year-end).



## APC Quarterly Newsletter

November 2010 Vol. II

\* In order to comply with A123, APCs should collect and keep all the LAPC Quarterly Review Checklists. Once collected, the APCs should send an email to the CCSC Mail Box ([CCSC@dm.usda.gov](mailto:CCSC@dm.usda.gov)) notifying the CCSC to confirm that they have received all of their LAPCs' Quarterly Review Checklists. This will allow the CCSC to validate that all LAPCs have completed their checklists. The CCSC does have the responsibility at the Departmental level to ensure that the agencies are performing the requisite oversight.

**A**ccomplishment Metrics: Thanks to all of the hard work and assistance of program Coordinators, AOs, cardholders, and the CCSC Team, USDA's Charge Card Program has achieved impressive accomplishments since launch in 2008. So go on...brag about it! ☺

- Increased Rebates
  - **More than doubled** rebates earned under SmartPay<sup>®</sup>
- Reduced convenience check use dollar amounts from FY07 to FY09 by nearly **20%**
- Reduced number of Invalid Cardholder Default Account Codes (DACs) from **2,224** to **25**
- Increased total percentage of Final Approved transactions (from October 1, 2009 to September 30, 2010) in AXOL from **69% to 93%** of total transactions

- Worked with the AOPCs to reduce the invalid transactions for Purchase cardholders from **20,232** to **14** in FY09
- Since transition go-live to US Bank on 11/30/2008, USDA has reduced the average file turn for payment of purchase, fleet and travel charges and increased its expected quarterly rebate. From FY08 to FY 09, file turn days reduced by:
  - Purchase file turns reduced from **13 day** to **6 days**
  - Fleet file turns reduced from **13 days** to **5 days**
  - Travel IBA file turns reduced from **45 days** to **40 days**

**T**he CCSC welcomes your feedback. Please email us about ways we can improve the newsletter and with topics you would like included in upcoming newsletters. Thank you.

### The CCSC Team



Some members of the CCSC Team who attended the '2010 GSA SmartPay Conference' (left to right): Clara Hickerson, Shakara Doster, Henry Hansen, Linda Wilson, Frank Hodo, John McCain, and Damien Sisca.